Wyoming Department of Health
Health Information Exchange

Participant Guide:
Wyoming Cancer Surveillance Program

Version: 1.3
Date: June 19, 2015

Special Note: The THR Health Information Exchange is authorized to store only Medicaid Data

This exchange is authorized only to store information about Medicaid patients. No information about non-Medicaid patients can be sent to the exchange for storage. It is the responsibility of those who connect to the HIE to ensure that no non-Medicaid data is transmitted to the HIE inappropriately.

Data for both Medicaid and non-Medicaid patients may be sent to the THR HIE for pass-through to the Wyoming Cancer Surveillance Program. This data will be noted in the THR historic logs but will not be made available for access by users of the HIE.

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Revision History

VERSION NUMBER	DATE	REVISION OWNER	DESCRIPTION OF CHANGE
1.0	1/17/2014	Doug Deshazo and Bruce Rogers	Initial version
1.1	5/23/2014	Chintan Patel and Bruce Rogers	Added TLS transport method as approved by WDH
1.2	5/28/2015	Bruce Rogers	Added information about the Wyoming Cancer Surveillance Program
1.3	6/19/2015	Kari Kimball	Updated for WCSP

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Purpose

The purpose of this document is to communicate to Wyoming HealthCare Providers and their Information Technology support staff the options, methods, procedures and requirements for connecting to the Wyoming THR HIE for the purpose of exchanging patient information.

Industry Standards Applied to this Document

- HL7 Standard v 2.3.1
- HL7 Standard v 2.5.1
- HL7 Standard RIM 0211
- HL7 OID Registry
- HITSP C32 v2.5
- Systematized Nomenclature of Medicine (SNOMED-CT)
- National Drug Code (NDC)
- RxNorm
- NDF-RT
- FDA UNII
- Logical Observation Identifiers Names and Codes (LOINC)
- International Classification of Disease (ICD-9)
- Common Procedure Terminology (CPT and HCPCS)

Acronym List/Glossary

ACK	HL7 message: General Acknowledgment
BizTalk Orchestration Services	The use of Microsoft BizTalk with HL7 and X12 accelerators provide all integration and orchestration.
CCD	Continuity of Care Document - C32: HITSP Summary Documents Using HL7 The Continuity of Care Document (CCD) is an electronic document exchange standard for sharing patient summary information.
CDA	Clinical Document Architecture is an XML-based markup standard intended to specify the encoding, structure and semantics of clinical documents for exchange
HIE	Health information exchange (HIE) is defined as the mobilization of healthcare information electronically across organizations within a region, community or hospital system.
HITSP	Healthcare Information Technology Standards Panel
HL7	"Health Level Seven - internationally monitored standards for data supporting clinical patient care and the management.
HL7	HL7 2.3.1, 2.5.1
MLLP Listener	Minimum Lower Level Protocol Listener – Xerox MLLP Gateway is a software product that allows a health information system that speaks the MLLP protocol to communicate with Xerox' secure PartnerHIE web service. See document references section for more information on MLLP.
MPI	Master Patient Index. An index referencing all patients known to an area, enterprise or organization. The terms Patient Master Index (PMI) and Master Person Index are used interchangeably and many vendors use the term Enterprise Master Patient Index or EMPI.
Partner HIE Service	The Xerox applications and systems that facilitate the exchange of data. Includes the Xerox gateway servers, data stores and MPI processing that is used to fill CCDS and HL7 transactions. It also includes the act of receiving requests and sending the appropriate response, such as a DocT12
Partner HIE, EMR, EHR	A vendor data source participating in the exchange of data with the Xerox HIE via the Partner HIE Service or MLLP. The exchange of data may be providing, consuming or both providing and consuming data
RLS	Record Locator Service is an integral part of the MPI implementation to track various patient data sources.
THR	Total Health Record
WCSP	Wyoming Cancer Surveillance Program

1 Introduction

The Wyoming THR Health Information Exchange offers the State an unprecedented opportunity to advance health information technology and support healthcare providers to coordinate and deliver care more efficiently, improve patient health outcomes, and improve population health.

1.1 HIE Overview

The Wyoming THR HIE allows the data provider to submit patient medical information and also to retrieve it. The exchange is performed through a SOAP web service interface.

1.2 Background

The Wyoming THR project provides patients, healthcare providers, and the State Medicaid staff with online access to a health records, conditions and treatment. Patient health information includes the following data sources:

- Medicaid Claims data (Diagnoses, Immunizations)
- The THR Personal Health Record (if a patient makes their information available)
- Clinical health information from providers
- Pharmacy Claims data
- Case manager notes and assessments
- Quality performance indicators
- Disease monitoring data from health coaches
- Electronic Lab Results
- Electronic Home Monitoring Device
- Wyoming Immunization Registry

The THR utilizes Medical Informatics Engineering's WebChart based Electronic Medical Record system and the NoMoreClipboard Personal Health Record (PHR) system. The PHR system integrates with Microsoft's HealthVault that allows a patient the see their personal heath record and shares it with the physicians they choose. It also integrates with a number of Pharmacies including Walgreens. All of these systems connect to each other via the Xerox THR HIE.

Xerox develops all adapters and interfaces required for the THR to provide the THR with integration to the following systems:

- Medicaid Management Information System Data (MMIS)
- Immunizations System (HL7)
- Vital Records System
- Quest Diagnostics Incorporated System
- EMR systems
- Other HIE systems
- The Wyoming Cancer Surveillance Program

2 System On-Boarding Overview

The on-boarding process encompasses four basic steps:

1. Complete THR paperwork required for on-boarding and gain approval of THR. See Section 2.2 for further details on the process – about 2 weeks.
2. Build and test connection to the WY THR Web Service. – the two connection options are described below
    a. MLLP Listener: a pre-built client – typically about 3 weeks
    b. Web Service Client: a client that is written by the connecting entity – typically about 5 weeks
3. Code and verify the transactions that are exchanged to the service – typically about 7 weeks
4. Certify the exchange and go to production – about one week

If additional transactions are to be sent by the data provider, steps 3 and 4 would be repeated.

The timeframes mentioned above assume that the connecting entity is proficient in development of web services and HL7 transactions and their staff have time available to devote to the process.

2.1 On-boarding Connectivity Options

The Wyoming THR HIE offers two methods of server-to-server connection:

- MLLP Listener: The Wyoming MLLP listener is a software application that installs at the provider site or the EMR hosting site. It is a standalone program that facilitates the connection to the THR HIE. Data is transmitted from the provider's EMR to a port on the listener. The MLLP listener transmits the data to the Wyoming THR HIE and relays the HIE response back to the originating EMR application. The MLLP listener requires minimal configuration. It uses Message Level Security to protect data that is exchanged with the HIE. Further information on the Wyoming MLLP listener application is available on request.

- Web Services: EMRs can choose to write a web client that connects directly to the Wyoming THR HIE via the HIE's Web Service. Creating their own Web Service client allows them to integrate it tightly into the EMR application. The Wyoming THR HIE Web Services method of connection to the Wyoming THR HIE is described beginning at section 3.2. The Participant provides the public key and trust chain for the X.509 certificate that is to be used.

Obtaining an X.509 Security Certificate

Both the MLLP Listener and Web Client require the use of an X.509 Security certificate issued by a trusted third party certificate authority such as VeriSign, GoDaddy, or Thawte. The certificate is used to validate the messages exchanged. The public portion of the certificate must be shared with Xerox in order for the Partner HIE Service to trust the certificate. This is done during the EMR Product on-boarding process. The EMR Vendor must also track the expiration of its certificate and contact Xerox to implement its replacement certificate at the appropriate time.

2.2 Onboarding Process

On-boarding to Wyoming THR HIE is an interactive process, facilitated through meetings between the Participant and Xerox Onboarding team. Prior to the initial kick off meeting, the onboarding guide with timeline and Onboarding forms will be delivered to the partner for review.

During the initial kick off meeting, questions about the connectivity options, the onboarding process or specifics regarding the transactions are answered.

The on-boarding team will also ask that users of the Wyoming THR HIE system fill out a technical questionnaire.

2.3 On-boarding Steps and Typical Timeline

Notes:

- This sequence reflects development of a Web Service Client and query for a CCD.
- If the MLLP Listener is chosen, skip step 4.
- If the data provider chooses to submit a CCD, that process would add approximately 7 weeks to the table below.
- These timeframes assume that the participant is skilled in working with the needed connectivity, transactions, and standards.

Activity	Weeks	Running Total
1. Xerox emails onboarding materials to EMR vendor		
2. Xerox schedules and conducts Technical Kick off meeting		
a. Onboarding Connectivity Options – MLLP versus Web Service Client		
b. Review of Forms, Documentation, and Timeline		
c. Participants and roles		
d. Any constraints or conflicts affecting the teams		
e. Discuss any technical or process concerns		
f. Determine project timeline and milestones and commit to them		
g. Plan Call Schedule (typically weekly)		
3. EMR Vendor submits certificate and trust chain	1	1
4. EMR Vendor develops and tests client	4	5
5. EMR Vendor tests connectivity	1	6
6. EMR Vendor builds QRY transaction	2	8
7. EMR Vendor builds capability to process returned DOC transaction	2	10
8. THR observes testing of the exchange	1	11
9. EMR Vendor implements live Production connection	1	12

2.4 Web Service Implementation

The Service is implemented in Microsoft .NET Framework 3.0 Windows Communication Foundation (WCF). WCF performs all of the WS-Security functionality.

Two security protocols are supported:

- HTTP message-based security, which utilizes message signing and encryption
- HTTPS with encryption of the transport

2.4.1 HTTP Web Service Security

For **HTTP message-based security**, the service is configured with the following settings:

- Binding: **WSHttpBinding**
- Security Mode: **Message**
- Participant Credential Type: **Certificate**
- Client Certificate Validation Mode: **ChainTrust**

Three test URLs are utilized for HTTP security. Each one exposes a service that can be used to exercise a web client that is being constructed.

a. PartnerHIEService_SampleData_Open:
Regardless of what transaction is send to this service, it always returns a DOC^T12 containing a dummy CCD. The message is base64 encoded. No WS-Security is required for access to this service.

The service endpoint is reached through the following URL:
http://wyominghieuat.acsmessaging.com/PartnerHIE_SampleData_Open/PartnerHIEService_SampleData.svc

b. PartnerHIEService_SampleData:
This service returns the same dummy transaction as the Open service. This service requires that the sender supply a valid security certificate and trust chain. The screenshot below is a sample of the WSDL that is returned.

The service endpoint is reached at the following URL:
http://wyominghieuat.acsmessaging.com/PartnerHIE_SampleData/PartnerHIEService_SampleData.svc

c. PartnerHIEService:
This service handles the incoming message and generates an appropriate response. The incoming message is passed to the HIE system. This service implements the WS-Security using X.509 Security tokens.

This service endpoint is located at the following URL:
http://wyominghieuat.acsmessaging.com/PartnerHIEService/PartnerHIEService.svc

To view and consume the WSDL:

In an internet browser browse to one of the sites listed above.

You should be able to view the WSDL and generate a client using an appropriate utility, such as SVCUTIL.exe. The on-boarding team can provide additional documentation that describes the construction of a client in .NET or in Java/Metro/Glassfish. Some development tools will generate a client that points to a specific web server, such as TARHMSWEB15. You will need to replace that entry with the URL given above.

2.4.2 HTTPS Web Service Security

For HTTPS security, the following settings are utilized:
The transport security for this binding is Secure Sockets Layer (SSL) over HTTPS.

- Binding: **WSHttpBinding**
- Security Mode: **Transport**
- Participant Credential Type: **Certificate**
- Client Certificate Validation Mode: **ChainTrust**

The WY THR team can provide WSDL for your review.

In order to browse the PartnerHIESSL endpoint URL yourself, you must first obtain a security certificate and give the public key to WY THR. The onboarding team will deploy it on the WY THR servers. You must install also it into the machine from which you want to browse the endpoint.

This service endpoint is located at the following URL:

https://wyominghieuat.acsmessaging.com/PartnerHIESSL/PartnerHIEService.svc

2.5 Consuming the PartnerHIEService

a. Follow the steps listed above to gain access to the WSDL and browse to it.
b. Use your development tool to retrieve the WSDL and create a basic client.
c. You will probably have to increase some of the buffer sizes that are automatically generated by your development tool, as the messages can be quite large.
d. You will note that the service requires several parameters.

Type	Name	Description
String	EMRSystemOID	Simple name of sending EMR system – e.g. MYEMR
String	PartnerLocationID	The 32 character alpha-numeric identifier of the calling location. This ID is assigned by the On-boarding team.
String	LocationNPI	The National Provider ID assigned to the calling system
String	UserNPI	The National Provider ID assigned to the calling user (if available)
String	RequestingSystemUser ID	The id used to identify the user in the calling system (if available)
String	BusinessName	The name of the calling business – e.g. DRJOHNSON

String	MessageSystem	Message system being sent – HL7
String	MessageType	Message type being sent e.g. QRY^T12
String	Message	The body of the message being sent. Base64 encoded.

e. When writing the code to consume the service, you must ensure that you are using your participant X.509 certificate. (Exception: The certificate is not needed for PartnerHIEService_SampleData_Open, which is purely a test endpoint.)
f. Extract the HIE web service's public certificate from the WSDL.
g. Point your web client to one of the URLs above.
h. Ensure your participant trusts the service's X.509 Certificate.
i. Ensure that your client application has access to the client certificate's private key.
j. Note that your HL7 message is sent as a parameter on the SOAP message.
k. PLEASE NOTE: The HL7 message is base64 encoded by you before it is transmitted. Also, the response that you receive will be base64 encode, so you will have to decode it.

2.5.1 Inserting a CDA into an MDM^T02

These are the steps for inserting the CCD into an MDM message. This process is used to prepare the message for transmission to THR.

1. CDA is compressed using GZIP
2. Calculate the length of the uncompressed CDA as a 4-byte integer and concatenate to the front of the compressed CCD (the integer is not compressed)
3. CDA is Base64 Encoded
4. CDA is inserted into a MIME Message
5. The carriage return line feeds (0x0d0a) within the MIME message are replaced with the text "\x000d\\x000A".
6. The MIME Message is inserted into an MDM^T02, in OBX-5 field. Only OBX-5.1 is used – the other OBX-5 subfields are not used.
7. The MDM^T02 is Base64Encoded

3 Wyoming THR HIE - Permitted Message Types

- The THR CCD exchange utilizes the following messages:
  - MDM^T02 – data provider submits a CDA for WCSP
  - For the Wyoming Cancer Registry, ORU^R01 and MDM^T02 are used.
  - Immunization messages are covered in a separate Immunization Guide
- For detailed information regarding the Wyoming Cancer Surveillance Program, see section 3.5 below.

3.1 Special MDM usage note – not for submissions to Wyoming Cancer Registry

- This section describes the use of MDM messages that are directed to the THR HIE itself. Messages that are to be passed to the Wyoming Cancer Registry are covered in a separate section, as they follow different rules.
- MDM^T02: these messages are used to transport a CDA to the THR. The messages themselves are also used to add and update patient demographic information. This capability eliminates much of the need for using ADT messages to manage patient demographic information.

3.2 THR Patient Search Rules

In order to match on a patient search, THR requires that the following fields be provided:

- First name
- Last name
- Date of Birth
- Medicaid ID

3.3 HL7 Usage Information – non-Cancer messages

The THR follows standard HL7 usage except where noted. HL7 standards are available at: http://www.hl7.org/

Please see the patient search information described above. The patient must be completely identified in all messages.

It is the responsibility of the data provider to monitor the messages returned by the THR and take appropriate action. If the data provider receives an error that is not caused by a malformed message, the data provider should retransmit the message. These errors – such as a timeout or a system failure – are rare, but the data provider must allow for them. These messages can be identified during testing.

Several fields in the MSH segment must take a specific value. See Chapter 2 for the SOAP parameters referenced here.

- MSH-3 is an abbreviated form of the name of the submitting EMR application, for example MYEMR.

- MSH-4 needs to include the following:
  - MSH-4.1 is the same Business Name that is provided in the SOAP parameters, e.g. DrJohnson
  - MSH-4.2 is the Facility NPI (National Provider ID) of the data provider organization
  - MSH-4.3 is the literal DNS
- MSH-5 is THR for the messages covered in this guide other than those sent to WCSP
- MSH-6 is THR for the messages covered in this guide other than those sent to WCSP

3.4 Special usage notes –Wyoming Cancer Registry

The Wyoming Cancer Surveillance Program (WCSP) is a statewide population-based cancer registry. The program supports collection of patient demographic information and information pertaining to cancer such as where it is, what kind of cancer was detected, and what treatment was received. Physicians and other health care providers are required by Wyoming (statute 35-1-240[b] and public law 102-515) to report all cancer cases to the Wyoming Cancer Surveillance Program. Cancer reporting from ambulatory providers to state cancer registries is also a public health objective for Meaningful Use Stage 2.

3.4.1 Message Types accepted by the Wyoming Cancer Surveillance Program

1. An MDM^T02 containing an electronic document that meets the CDC specification for Clinical Document Architecture to be used for Cancer Reporting.
   a. Please see chapter 2 for information regarding how a CDA is to be packaged into the MDM.
   b. See the illustrations in section 3.5.4 about required and desired elements to be supplied in the CDA.
      i. For detailed information about the CDA format to be supplied, please see the National Center for Chronic Disease Prevention and Health Promotion Division of Cancer Prevention and Control's Implementation Guide for Ambulatory Healthcare Provider Reporting to Central Cancer Registries HL7 Clinical Document Architecture (CDA)
      ii. As of this writing, the Guide can be found by going to the CDC website, choosing Cancer Registries under the "C" heading of the A-Z index, and choosing the tab for Meaningful Use of Electronic Health Records.
2. An ORU^R01 containing diagnosis or treatment information for a cancer patient.
   a. There are no specific requirements for the clinical content of the ORU beyond that general requirement.
   b. Use of LOINC and SNOMED codes to classify content is highly recommended.
   c. The following segments are required: MSH, PID, OBR, and OBX.

3.4.2 Specific HL7 Requirements applicable to all messages intended for the Cancer Registry:

1. HL7 versions 2.3.1 and 2.5.1 are accepted
2. Several fields in the MSH segment must take a specific value. See Chapter 2 for the SOAP parameters referenced here.
   a. MSH-3 is an abbreviated form of the name of the submitting EMR application, for example MYEMR.
   b. MSH-4 needs to include the following:
      i. MSH-4.1 is the same Business Name that is provided in the SOAP parameters, e.g. DrJohnson
      ii. MSH-4.2 is the Facility NPI (National Provider ID) of the data provider
      iii. MSH-4.3 is the literal DNS

3. The receiving application (MSH-5) and receiving facility (MSH-6) must both contain the literal WCSP.
4. Other than the above requirements, the HIE will accept any well-formed HL7 message of the types mentioned above. Details are available at: http://www.hl7.org/

3.4.3 Cancer registry processing flow:

1. A message – MDM^T02 or ORU^R01 – is sent to the THR HIE.
5. The HIE logs the message and relays it to a PHINMS queue at Wyoming Enterprise Technology Service.
    a. An acknowledgement will be returned, but it will only indicate whether the message was accepted by the HIE.
    b. The acknowledgement will not include any errors that are detected by the WCSP or the RMCDS.
2. The message is imported into the Wyoming implementation of the CDC's eMarc cancer tracking application.
3. The message is exported from eMarc as a NAACCR file into the Rocky Mountain Cancer Data System.

3.4.4 Critical Elements for CDAs to be sent to the WCSP

Table 1. Critically Required CDA Data Elements (cannot be blank or include null values such as unknown)
Patient's First Name
Patient's Last Name
Patient's Gender
Patient's Date of Birth
Author NPI
Diagnosis Date
Histology
Behavior
Primary Site
Laterality (for paired sites only)
Patient's Street Address
Patient's City
Patient's State
Patient's Zip Code

Table 2. CDA Data Elements to Include When Available
Patient's Medical Record Number
Date/time of Report
Reporting Organization NPI (Custodian)
Patient's Country

Patient's Address Start Date
Patient's Address End Date
Patient's Phone Number
Patient's Social Security Number
Patient's Race
Patient's Ethnicity
Patient's Marital Status
Patient's Country of Birth
Patient's State of Birth
Author First Name
Author Last Name
Author Name
Author Street Address
Author City
Author Zip Code
Author Telephone Number
Occupation Code
Industry Code
Smoking Status
Diagnostic Confirmation
Active Problem
Active Problem Start Date
Progress Notes (text)
Radiation Oncology Narrative
Primary Payer at Diagnosis
TNM Clinical Stage Group
TNM Clinical Stage Descriptor
TNM Edition Code System
TYN Clinical Staged By Code System
TNM Clinical T, N, M
Procedure Codes
Medication Product/Route/Site Codes
Medication Administered Product/Route/Site

4 Sample Messages

4.1.1 MDM^T02 Example

PLEASE NOTE: The general syntax is the same for all MDM^T02s, whether they are intended for consumption by the HIE or for transmission to the WCSP.

For a message that is to be routed to the WCSP Cancer Surveillance Program, MSH-5 and MSN-6 both need to contain WCSP instead of the THR shown here.

MSH|^~\&|SendingAppName|SendingFacName^1234567890^DNS|THR|THR|20150529105137||MDM^T02|ad7ebe00-9ea3-453a-b608-4023403d0d98|P|2.5.1|

EVN|T02|20100629164709

PID|1||0026293368^^^^MA~93444444^^^FACID^MR||Crowe^Star^^^^^E||19681121000000|F|||8994 Any Street^^Anytown^WY^55555-0000||555-555-5555|555-555-5556|||||408264698|

PV1|1|N

TXA|0001|OTH|multipart|||20100629111343||||||21869d57-6f61-4010-b31f-77cd355db883|||||DO|R|AV

OBX|1|ED|48769-4^Continuity of Care Panel^LN^CCD||MIME-Version: 1.0\x000d\\x000A\Content-Type: multipart/related;boundary="HL7-CDA-boundary"\x000d\\x000A\type="text/xml";start="d875bb01-85f2-4ee8-b87a-d20ecabe81e2"\x000d\\x000A\Content-Transfer-Encoding:BASE64\x000d\\x000A\--HL7-CDA-boundary\x000d\\x000A\Content-Type:text/xml; charset="US-ASCII"\x000d\\x000A\Content-ID:<d875bb01-85f2-4ee8-b87a-d20ecabe81e2>\x000d\\x000A\fTUAAB+LCAAAAAAAABADtvQdgHEmWJSYvbcp7f0r1StfgdKEIgGATJNiQQBDswYjN5pLsHWlHIymrKoHKZVZlXWYWQMztnbz33nvvvffee++997o7nU4n99//P1xmZAFs9s5K2smeIYCqyB8/fnwfPyIen5TFsphm5dNqul7kyzZ9tyiXzWcfrevlo3n5YLuqLx5d3vtIPn50WU27X92lz8zX75ris4/mbbt6dPfu1dXV+OremBrd3dvZ2b37e3/x/PV0ni+y7WLZtNlymtNbTfGo4Q+fV9OsLaplF3p68vT49z8uy99f3m3G75qZ6212c28fHSUpPY/b61V+Nkvrqmo/+2hvvPvp+G----------CCD/CDA ABBREVIATED FOR SPACE REASONS----------+W0WtOM17dwnHk18/Eqq7OLOlvNj76dZ2U7n2akJs0iOEFx3w9P7kbn75ualLDHm90QaXdrF2N+BBV4O0cJD7/x8ux2L9zKWt48pJ8lz+rk28fPyZU4fnX24vi9HIWj3U8PHj7g5bXbvRejwze2ot7//PZ6hNq29Xrakn6aPbGoBE0f3z0piyUlw8qn1XQNr/ro/wFvF6NZfTUAAA==||||||F

4.1.2 Acknowledgement response to MDM^T02

MSH|^~\&|ACS-EHR|ACS|ACS-HIE|^1164401121^|20140114212220||ACK^T02^ACK|b85a742b-9667-4f8c-9212-ef366a2d51c4|P|2.5||||AL

MSA|AA|ad7ebe00-9ea3-453a-b608-4023403d0d98

4.1.3 Sample ORU^R01 for Cancer Reporting

MSH|^~\&|SendingAppName|SendingFacName^1164401121^DNS|WCSP|WCSP|||200404281339|
|ORU^R01|2004042813390045|P|2.3.1||||||||2.0

PID|1||123456789^^^^SS|000039^^^^LR|McMuffin^Candy^^^Ms.||19570706|F||2106-3
|495 East Overshoot Drive^^Delmar^NY^12054||^^^^^518^5559999|||M|
|4442331235

ORC|RE|||||||||||||||||||General Hospital^^123456^^^AHA
|857 Facility Lane^^Albany^NY^12205|^^^^^518^3334444
|100 Provider St^^Albany^NY^12205

OBR|1||S91-1700|22049-1^cancer identification battery^LN|||20040720|
|^left breast mass|1234567^Myeolmus^John^^MD|(518)424-4243|||||||F|
||99999&Glance&Justin&A&MD

OBX|1|TX|22636-5^clinical history^LN|
|47-year old white female with (L) UOQ breast mass||||||F|||20040720

OBX|2|ST|22633-2^nature of specimen^LN|1|left breast biopsy||||||F|
|20040720

OBX|3|ST|22633-2^nature of specimen^LN|2|apical axillary tissue||||||F|
|20040720

(Truncated)

5 Provider/Vendor Specific Information

5.1 Provider/Vendor Enrollment Information

If you are interested in establishing a connection to the Wyoming THR, please contact the Xerox staff members listed below: They can advise you regarding both the requirements of the THR and the assistance that is available.

Kari Kimball, Business Analyst Kari.Kimball@xerox.com

Doug Deshazo, Interoperability Coordinator Douglas.Deshazo@xerox.com

Bruce Rogers, On-boarding Manager Bruce.Rogers@xerox.com

5.2 Xerox Help Desk Support

The Xerox Help Desk is available for use by the EMR Vendor who manages a connection to the Wyoming THR. We ask that customers of the EMR contact their individual vendors for assistance.

The Help Desk number is 866-944-1501. Choose the option for Government Healthcare. Severity 1 & 2 calls will be addressed immediately. Severity 3 & 4 calls will usually be processed during normal business hours unless there are special circumstances.

Severity 1	Major State business impact/normal operations cannot be conducted/risk of Service Level Agreement (SLA) violation/multiple users impacted **Note:** Severity 1 items are promoted to the THD for evaluation/resolution.
Severity 2	Application/system functionality is limited for multiple end users but still productive
Severity 3	Specific problem/issue for single user; application/system workflow marginally impacted
Severity 4	Normal State operations are not impeded; request is an end user inquiry only